

ZTE USB Modem
User Manual

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Contents

Modem Introduction	5
1.1 Introduction	5
1.2 Warning and Notice	5
1.3 Applicability Scope	7
1.4 System requirements	7
1.5 Functions	8
Installation	9
2.1 Installation in Windows	9
2.1.1 Software Installation	9
2.1.2 Run the Application Software	9
2.1.3 Software Uninstall.....	10
2.2 Installation in MAC.....	10
2.2.1 Software Installation	10
2.2.2 Run Application Software	11
2.2.3 Software Uninstall.....	11
Functions & Operation	12
3.1 Interface introduction	12
3.1.1 Functional button	12
3.1.2 The uses of Tray Icon	12
3.2 Internet	13
3.2.1 Connecting to Internet.....	13
3.2.2 Disconnecting to Internet	13
3.3 SMS	13
3.3.1 Read SMS	14
3.3.2 Create a new message	14
3.3.3 The SMS box Operating Guide	15
3.4 Phonebook	16
3.4.1 Creating a new contact	16

3.4.2 Searching for a contact.....	17
3.4.3 Phonebook Interface Operating Guide	17
3.5 Settings.....	17
3.5.1 Connection	18
3.5.2 Selection.....	19
3.5.3 Preference.....	20
3.5.4 SMS Settings.....	20
3.5.5 Sounds	21
3.5.6 Security	21
3.5.7 Language.....	21
3.5.8 Update	21
3.6 Data records	22
3.7 Help	22
FAQ.....	23

Modem Introduction

1.1 Introduction

Thank you for using ZTE USB Modem.

To guarantee the modem always in its best condition, please read this manual carefully and keep it for further use.

The contents in the manual are just for your reference. They might not be completely identical with your modem. We operate a policy of continuous development. We reserve the right to update the technical specifications in this document at any time without prior notice.

The ZTE USB Modem is a type of multi-mode, LTE modem, suitable for GPRS/WCDMA/EDGE/HSPA/LTE network. It adopts USB interface which provides an easy interface to laptop and desktop PC. With the GPRS/EDGE/UMTS/HSPA/LTE mobile network, it can help you carry out data service, SMS, and will help you break away from the limit of time and zone, and realize wireless communication at any moment everywhere.

1.2 Warning and Notice

To the owner

- Some electronic devices are susceptible to electromagnetic interference sent by modem if inadequately shielded, such as electronic system of vehicles. Please consult the manufacturer of the device before using the modem if necessary.
- Operating of laptop and desktop PC and modem may

interfere with medical devices like hearing aids and pacemakers. Please always keep them more than 20 centimeters away from such medical devices when they are turned on. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem.

- Be aware of the usage limitation when using a modem at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Therefore, turn off your modem if required.
- Don't touch the inner antenna area if not necessary. Otherwise it will affect your modem's performance.
- Store the modem out of the reach of little children. The modem may cause injury if used as a toy.

Modem

- Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your modem's performance, and violate related national regulations about telecom terminals.
- Avoid using the modem near metallic structure device or establishment that can emit electromagnetic wave. Otherwise it may influence receiving signals.
- The modem is non-waterproof type, please keep it dry and store in shady and cool place.
- Don't use the modem immediately after a sudden temperature change. In such case, it will produce dew inside and outside the modem, so don't use it until it becomes dry.
- Take the modem carefully. Don't lose, bend or cause it

struck. Otherwise it will lead to destruct damage.

- No dismantling by non-professional and only qualified maintainer can undertake repair work.

1.3 Applicability Scope

ZTE USB Modem supports the present mainstream types of laptops and desktop PCs, such as Apple, HP, IBM, Toshiba, Lenovo, Dell, Founder, Acer, etc.

1.4 System requirements

Windows Operating System:

Windows 2000(SP4) / XP (SP2/3) / Vista (SP1)/
Windows 7

Configuration (Recommended):

CPU 1000MHz Pentium or above

Hard Disk 300M or above

RAM 512M or above

The performance of the modem may be influenced if configuration is under the recommended requirement.

Note: If the OS is Vista, please update to SP1 firstly.

Apple Mac Operating System:

Mac OS X Version 10.4 / 10.5 / 10.6

Configuration (Recommended):

CPU Power PC or Intel

Hard Disk 1000M or above

RAM 512M or above

The performance of the modem may be influenced if configuration is under the recommended requirement.

1.5 Functions

Functions: SMS service, data service, applied management, data concurrence, etc.

Installation

2.1 Installation in Windows

2.1.1 Software Installation

1. Double click the setup file (for example: setup.exe).
2. After a few seconds, the system starts software installation automatically.
3. You can select a different location by pressing icon, and then click the Next button.
4. The system shows the installation progress. Wait for a moment and program installation will be completed automatically.

Note: If you have problems with installation after the above operation, please contact the service provider for help.

2.1.2 Run the Application Software

1. After the device is correctly connected, the application software launches automatically.
2. Otherwise, click the “**Start→Programs**”, find the software program group, and then click the name of the software to run the application software. Or double click the shortcut icon of the software on the desktop to run the

application.

After device initialized, the standby icon appears in the taskbar, the device can work properly.

2.1.3 Software Uninstall

1. Close the application program and unplug your device.
2. Click “**Start → Programs**”, find the Mobile Broadband program group, and then click the Uninstall menu.
3. Click the Next button to continue.

Note: The system prompts to unplug your device.

4. The system shows the uninstall progress. Wait for a moment and the program will be uninstalled.

2.2 Installation in MAC

2.2.1 Software Installation

1. Connect your modem to your PC.
2. After a few seconds, the system will automatically display a **Mobile Broadband** CD-ROM icon on the desktop.
3. Double click the “**Mobile Broadband**” in the Mobile Broadband, and then follow the steps to install.
4. Click “**Continue**” button on the welcome page.
5. Select the folder that you want to install the software, and you can select a different location by pressing “**Change Install Location**” button, and then click

“Install” button.

7. Please enter user name and password to be authenticated, and click **“OK”** button to install.
8. Installation is in progress, after a while, click **“Close”** button to finish software installation.

Note: If you have problems with installation after the operation above, please contact the service provider for help.

After the installation, select the “Finder → Applications” and there will be “Mobile Broadband” and “Uninstall Mobile Broadband” program listed.

2.2.2 Run Application Software

After the modem is correctly connected, click “Finder → Applications → Mobile Broadband” on the notebook to run the application software.

2.2.3 Software Uninstall

1. After close the application software, double click **“Finder → Applications → Uninstall Mobile Broadband”** to uninstall the application software. A warning popup window appears.
2. Click **“Uninstall”** button to confirm.

Functions & Operation

3.1 Interface introduction

3.1.1 Functional button

Select different button on the dashboard will lead you to different function menu.

Connect: Connect to the Internet.

SMS: Send SMS or read SMS.

Phonebook: Save and view the different information of the contacts.

Settings: Set normal relative information for the modem.

Data records: Show connection information.

User Manual: View the help document

3.1.2 The uses of Tray Icon

Right Click the tray icon to popup the operation menu:

Log: Open the log file of the dashboard.

Diagnostics: View the hardware, operational and network information.

User Manual: Open the help document of the dashboard.

Exit: Close the dashboard and stop the modem from working.

3.2 Internet

3.2.1 Connecting to Internet

You can browse web pages after you have accessed to Internet with the help of Mobile Broadband, you can also receive SMS when surfing in the Internet.

1. Click network icon, and then the system will research the available network automatically.
2. When connected, the icon will change to another icon, then you can access internet and receive email etc through network.

3.2.2 Disconnecting to Internet

Click cancel icon in the main interface to disconnect from internet.

3.3 SMS

Note: To ensure that the SMS can be used properly, firstly, you should make sure SMS center number is correct. Refer to section “**3.5.4 SMS Settings**”.

SMS is not possible in 4G.

Click the “**SMS**” icon to switch to the SMS interface and it will show the number of messages in the Inbox, Sent box and Draft box of PC and (U) SIM card. The user can click icons of “**Inbox**”, “**Sent box**”, “**Draft box**” to enter relative interface.

Inbox: Save the received messages.

Sent box: Save the messages have been sent successfully.

Draft box: Save the editing SMS which haven't been sent. The drafts can only be saved in computer, not (U) SIM.

Important: Save the important messages.

Deleted: Save the deleted messages.

Report: Save the reporting messages.

3.3.1 Read SMS

Click the “**Inbox**” button on the main interface, and click the selected message to read the SMS saved in the box.

You can use the menu buttons to execute replying, forwarding, saving numbers, moving, deleting and so on.

When receiving the new SMS, the system will pop-up prompt dialog box in the taskbar, and then click “**OK**” to enter SMS interface.

3.3.2 Create a new message

Click “**New**” button to input the recipient's number and content.

The recipient's number can be input directly or by entering the phonebook to select one/more/group records.

The recipient's amount can be one or more. Please use “;” to separate recipients.

The SMS content can include 160 individual English characters (including English symbols). On the interface, there will show total characters and the number of sending message.

Click “**Send**”, the prompt screen will appear on the

interface.

Select “**OK**”, and then the edited short messages will be sent.

After sent successfully, the SMS will be saved into Sent box automatically. If send fails, it will be saved to the Send box automatically.

Send SMS while browse the web:

When surfing the Internet, if your network supports, you can send short messages at same time. Click “**SMS**” button icon, enter the short message interface to send short messages normally.

3.3.3 The SMS box Operating Guide

Enter any of the **Inbox** / **Sent box** / **Draft box** to execute the following functions:

New: Create new messages.

Edit: Edit the selected message (which is only available in the Draft box).

Read: Read all the information of short messages. (The content of short messages, sender’s phone number, delivered date and time)

Reply: Reply short message to the sender (which is only available in the Inbox).

Send: Send the short message to other recipients (Which are only available in the Inbox).

Move: Change the current location (at computer side or

(U) SIM-card) where the short messages are saved to the other location. When the modem receives new short messages, by default messages settings it will receive the messages by the (U) SIM-card and save them at the computer side.

Delete: Delete the selected short messages.

Save Num: Save the sender number obtained from the message to phonebook.

If you want to select several messages, you can use the “**Ctrl**” or “**Shift**” key to execute multi-choice, and left click an item to add to selection. You can also select “**Select all**” item to select all message(s).

New message can not be received when the (U)SIM-card is full of short messages (Different (U)SIM-cards have different capacities), the system will indicate the inbox is full and ask users to clear the inbox at (U)SIM-card side, while new message cannot be saved.

3.4 Phonebook

Click “**Phonebook**” icon to access to the phonebook window, the phonebook information can be saved in the PC or (U) SIM card and you can choose the saved position. Each record includes contact name, mobile phone number, home phone number, office phone number, email and the group name which it belongs to.

3.4.1 Creating a new contact

1) Click “**New**” button to add a new contact.

2) Select **save position** to decide where you want to save your contact, **PC** or **(U) SIM**.

3) Enter the name, telephone number, Email address, and group. Then click “**OK**” to save.

3.4.2 Searching for a contact

1) Enter the search conditions in the search condition blank.

2) The searching results will display in the contacts window.

3.4.3 Phonebook Interface Operating Guide

There will be various functional button icons shown in the Phonebook interface. Select different functional button and it will carry out corresponding operation.

New: Add a new record.

Edit: Edit the information of the selected record.

Move: Move the selected records to the different groups or (U) SIM card.

Delete: Delete the selected records.

View: View selected record.

3.5 Settings

Click “**Settings**” icon to switch to the settings interface. It includes: Connection, Selection, Preference, SMS Settings,

Sounds, Security, System, Language, and Update settings.

Note: all the necessary settings have been correctly saved in your USB modem by ZTE. There is no need to change these default settings.

3.5.1 Connection

To ensure that the modem can connect the Internet properly, you should configure the connection information first.

1. Button description

Add: Add new configuration files.

View/Edit: View/edit the selected configuration files.

Delete: Delete the selected configuration files.

Export: Export the selected configuration files

Import: Import the selected configuration files

Apply: Confirm the setting items.

2. Config File

Select “**Add**” to add new connection information to the system.

Note: There are two kinds of configuration can be added. NDIS Configuration (the modem must be ok otherwise it is hidden) and RAS Configuration. On 4G, the NDIS configuration will lead to fast rate when accessing to Internet.

There are two parts of configuration information on RAS: Common and Advance.

The Basic setting information includes: Config File, APN,

User name.

The Advanced setting information includes: DNS, PDP server, Authentication Mode, PDP Type. If network supports “**Obtain server address automatically**”, the modem can obtain the assigned IP information automatically. If network does not support it, you should input the proper address manually. Please consult the network supplier of (U) SIM-card for all above information. The configuration information may be various according to the different network suppliers and network types.

The information on NDIS includes:

Config File, APN, etc.

3.5.2 Selection

Network Selection

Note: On 4G the Network Selection cannot be used properly.

Automatic: The system selects the network automatically by the user’s selected rules and the network status.

Manual: The network is selected by users themselves.

When the “**Manual**” is selected, click the “**Search**” button to research the network. Wait a minute, the supplier list will show in the windows and which with the available status can be selected. Select a proper network to connect.

Select the network that the supplier is utilized to serve your USIM/SIM and press “**Apply**” to enter the network.

3.5.3 Preference

4G Prefer:

The modem will prefer to select the 4G network.

3G Only:

The system will only select the 3G network.

GPRS/EDGE only:

The system will only select the GPRS/EDGE network.

4G Only:

The system will only select the 4G network.

3.5.4 SMS Settings

SMS center number: Set the corresponding message centre number the network supplier. You must input the correct message centre number to use the message properly and the number will be provided by the network supplier. Please enter the country code before the number.

SMS validity: Set the time limit for saving message in the network side. (This function needs network supports.) In option: 12 hours/A day/A week/The longest period. The default setting is the longest period permitted by the network.

Default save location for received SMS: Select “**PC**” to save in your PC; select “**SIM**” to save in SIM-card.

Delivery Report: When “**Enable**” item is selected, the network will inform you of the status for the sent messages. When “**Enable**” item is not selected, the network will not inform you of the status for the sent messages.

SMS Signature: If you enter your name, then the name will be together with the new SMS when sending new SMS.

3.5.5 Sounds

You can set “Network connect alert, Network disconnect alert and SMS alert” by yourself. These alerts will sound on the PC side. The audio file supports MP3, WAV and MIDI format. If you select “**Mute**”, you cannot hear corresponding alert.

3.5.6 Security

PIN

When “**Enable**” item is selected, please enter current PIN code to use the modem. You can click “**Change**” to modify the PIN code.

3.5.7 Language

Change language of the dashboard.

3.5.8 Update

- Click “**Update**” button, the system will automatically search the new version information. If find it, the system will popup the new version describe information. Click “**Next**” button to continue.
- Click “**Update**” button to update the software. The system show the installation progress, wait a minute and the software update will be completed.

3.6 Data records

Click “**Data records**” icon to check the log of Internet connection history.

Select start time (in “**From**” item) and end time (in “**To**” item) on the top of the “**Data records**” dialog box, the records of flux during this period will be listed. You can delete a record by selecting it and pressing “**Delete**” button. And you can clear the record(s) by pressing “**Clear**” button.

Note: Data usage is only approximate; please go to network operator for actual usage.

3.7 Help

Click “**User Manual**” icon to open the help document. In the document, you can get the helpful information about the Mobile Broadband, etc.

FAQ

When you meet the following problems in service, please refer to the following answers to solve it. If the problems still exist, please contact with your suppliers.

Problem Description	Possible Causes	Problem Solving
The system can not run the installation program automatically.	The system configuration is having difficulty with the auto-run software.	The device will appear as a virtual CDROM on the PC's start menu. Click on the icon and start the autorun.exe. If you have previously installed a version of the program, please uninstall it first.
After installation, the system doesn't install the driver program properly.	The system configuration is having difficulty with the auto-run software.	Please install the driver program manually. The driver program can be found in installation folder.

Problem Description	Possible Causes	Problem Solving
After the device is plugged in, the UI program doesn't run automatically.	The system configuration is incorrect.	Please open the UI program manually. You can find it on the desktop.
After restarting the computer, there is no signal indicated.	1. You are in the place where there is no GSM/ GPRS /EDGE /WCDMA /HSDPA (HSUPA) /LTEnetwork coverage. Such places include underground parking garages, tunnels, and some remote rural areas.	1. Change location to find a good where having signal.
	2. The device is not properly connected.	2. Close the device safely as usual, pull out the device and reinsert the device again.

Problem Description	Possible Causes	Problem Solving
	3. The SIM/USIM card isn't inserted properly.	3. Remove and reinsert the (U) SIM card correctly.
	4. The MODEM device is positioned in such a way as that adversely affects the devices signal reception.	4. Adjust the angle / position of the MODEM device or its proximity to other electronic devices.
When the Device is being installed, the computer cannot find it.	1. The installation programs of the MODEM device have not been installed properly.	1. Run the installation program first then connect the device. Now install the drivers as normal in Windows.
	2. The device is not connected properly.	2. Restart the computer, or reconnect the device.
	3. The SIM/ (U) SIM card is not inserted properly.	3. Reinsert the (U) SIM card correctly.

Problem Description	Possible Causes	Problem Solving
Sent Message failure.	1. The SMS center number is incorrect.	1. Your device is preconfigured so it is unlikely that it will need changing. However if it is missing or incorrect contact your operator.
	2. The network is busy or you are in an area with no signal.	2. Try later or move to an area with a stronger signal.
Data connection failed.	1. You are in the place where there is no GSM/ GPRS/ EDGE/ WCDMA/ HSPA (HSUPA) /LTE network coverage.	1. Move to an area with good signal.
	2. The network is busy.	2. Try later.

Problem Description	Possible Causes	Problem Solving
	3. The APN in the user configuration file is incorrect.	3. Check the APN in the user configuration file in the "Network settings".
	4. The device data is corrupted.	4. Local network access or the target server maybe experiencing problems. Retry data request.
	5. The network type has been selected manually, but is incorrect.	5. Reselect the network type according to the type of the (U) SIM card.
Connected to the Internet, but it cannot open any website page.	1. After connection, you are unable to open web pages.	1. Check that the APN in the configuration files is correct.
	2. IE browser is causing problems.	2. Upgrade to the new version or reinstall the IE browser.

Problem Description	Possible Causes	Problem Solving
	3. Your operating system maybe infected by a virus. Worm Blaster for example can affect upload and downloaded data flow, resulting in an inability to access a website.	3. Use the professional anti-virus software to check and remove the virus.
	4. You have connected to an APN which cannot connect to the Internet.	4. This happens when you are changing any preset operator value in the setting section. Check the entry and enter the correct APN from your operator.